



Caring Matters

Autumn/Winter 2008



Caregivers from Compassionate Community Care give their attention to the panelists at CCC's Community Workshop, *Working with LGBT Clients* on June 25, 2008 at King Lee's Chinese Restaurant. Pictured from left to right: Jasmine Chan, Thomas Jackson and Shi Fang Liu.

What's Inside?

In this edition of the Autumn/Winter 2008 CCC Newsletter:

- ♥ We invite you to our next community event on Compassion Fatigue on September 23, 2008
- ♥ We tell you about the Richmond Community Health Festival
- ♥ We update you about our Best Practice series of in-service training for CCC caregivers
- ♥ We discuss ways for caregivers to care for themselves

CCC Hosts Community Event: *Not All Your Client's Are Straight: Working With LGBT Clients*

In celebration of the 2008 San Francisco Pride Festival, and as part of CCC's ongoing Quality In-service for CCC Caregivers, we hosted a cultural awareness workshop focusing on the health and wellbeing of lesbian, gay, bisexual and transgender people.

Because we believed that others may be interested in the topic, we opened the workshop up to invite members of the public, and the response was amazing. The limited spaces filled up well in advance of the RSVP deadline, and it was only due to limited space that we were unable to have even more people.

The event took place at King Lee's Chinese Restaurant, and the room was full to brimming. A free lunch was provided to all who attended.

The workshop was conducted as a panel discussion and our guest speakers included Troy Brunet, Board Member for Tenderloin Health, Bill Haskell from the

Department of Aging and Adult Services, Nadia Babella from the Human Rights Commission and Roxie Kellam from openhouse.

The topic covered included tips for providing good care to LGBT clients, outreach approaches, legal responsibilities for working with LGBT clients & colleagues, as well as an introduction to openhouse's cultural competency training.

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CCC's Client Services Coordinator and event facilitator, Julie Fresta (above), looks on as panelists Roxie Kellam and Nadia Babella listens to CCC Caregiver, Pat Magee during question time (below).



Great Turnout for CCC Community Education Event

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CCC's community event also provided a wonderful opportunity for people to network attracting participants from hospitals and other service providers, as well as members of the LGBT communities.

To learn more about LGBT cultural competency training contact openhouse on (415) 296-8995 or go to www.openhouse.org. To find out more about legal issues call the Human Rights Commission on (415) 252-2500 or to go www.sfgov.org/

Participants at the CCC Community Event enjoy the networking opportunity and delicious lunch provided (below).



CCC invites you to their next community education event

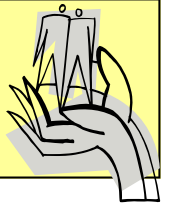
Following on from our recent community education event, CCC is excited to invite everyone to their next event.

Save the date: **September 23, 2008, 3pm to 5pm**, at 1426 Fillmore Street. We are privileged to have Rev Jennifer Block from the Zen

Hospice Project conducting a workshop on **Compassion Fatigue**. The workshop will be free to participants and CEUs will be available for a small fee.

These popular workshops fill up fast, so book your place now by calling us on 415-921-2038.

"Best Practice" Series In-services well attended by CCC Caregivers



CCC's have continued with their monthly in-services which have been well attended by our caregiving staff.

Apart from the **Working with LGBT Clients** workshop which was opened up to the public, recent in-services include **Infection Control in the Home Care Setting; Coping with Challenging Situations** and **Assisting with Repositioning and Transferring**.

On September 25, we are honored to have guest speaker, Carol Schlesinger, Bereavement Services Coordinator, who will present a workshop on **Professional Grief**.

At CCC we believe in the importance of caring not only for our valued clients, but also for our invaluable caregiving staff.

As many of our caregivers have experienced the loss of one or more clients, sometimes multiple clients in the case of caregivers who commonly work with our hospice clients, this in-service was identified by staff as a much needed session.





CCC Co-hosts the Fourth Annual Richmond Community Health Festival



Images from the Richmond Community Health Festival: Pictured above (left to right): Nutribeast mingles with the crowd at the festival; Rodnichok Russian Folk Music and Dance Group in action; Admin Assistant, Ying Zhou, Admin Officer, Dennis Isner, and Executive Director, Qiu (Cho) Quanhong, at the CCC information booth. Pictured below (left to right): RCHF Organizing Committee at the Press Conference; CCC Executive Director, Cho, hosted the event, and is pictured on stage with Senator Leland Yee.



On May 31, 2008, CCC once again co-hosted the Richmond Community Health Festival.

This is the fourth time we have been involved in organizing this popular festival, which was co-sponsored by Senator Leland Yee, Supervisor Jake McGoldrick, On Lok Lifeways, Richmond Area Multi-Services, Inc (RAMS), and Kaiser Permanente.

The free clinical services provided for attendees proved highly popular. Entertainment was provided by community groups, and there were loads of community information booths.

This year's festival was held at the Richmond Recreational Center, and proved to be a wonderful venue for this event, with a great attendance from the local community.

CCC Welcomes New Program Assistant



Due to the increasing demands of our growing organization, CCC has hired a new employee to occupy the newly created position of Program Assistant.

And just to confuse matters, we have hired another Gary! Gary Chung (not to be confused with our esteemed Program Director, Gary Szlachetka), joined our team on August 18.

Originally from Hong Kong, Gary has lived in the Bay Area for more than twenty years. He is bilingual, able to speak both English and Cantonese.

Gary comes to us with great skills in customer service, and we are very happy to welcome him to our team!

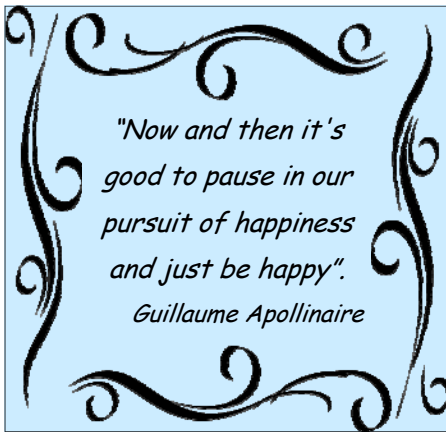


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Just for fun



CCC say THANK YOU to their caregivers through their Employee of the Month Awards



The wonderful caregivers at Compassionate Community Care work very hard and in sometimes quite difficult situations.

One of the ways to say thank you to our treasured employees, is through our Employee of the Month awards.

Each month, a caregiver is nominated to receive the award, which includes a certificate, a gift card, and they are taken out to lunch by members of the office staff.

Employees of the month are chosen through a criteria

which recognizes attributes such as their overall work performance, application of skills, attendance record, initiative, longevity and flexibility.

Employees of the month so far this year include Celeste Santiago, Thomas Jackson, Ricardo Largaespada, and Lisa Cheung.

If you would like to nominate someone for Employee of the Month, call us on 415-921-5038 and tell us why.

We would like to say THANK YOU to ALL of our hard working caregivers.

Caring for the Caregiver

The nature of caregiving is about giving care to others. Sometimes, in the process, caregivers, both professional and voluntary, forget that an importance part of this process is caring for oneself. Here are some ways caregivers can look after themselves:

- ♥ Learn and use stress reduction techniques
- ♥ Attend to your own health care needs
- ♥ Get proper rest and relaxation
- ♥ Exercise regularly
- ♥ Take time off without feeling guilty
- ♥ Participate in pleasant, nurturing activities
- ♥ Seek and accept the support of others
- ♥ Seek supportive counseling when you need it
- ♥ Identify and acknowledge your feelings
- ♥ Change the negative ways you view situations
- ♥ Set goals

Adapted from © Family Caregiver Alliance
"Fact Sheet: Taking Care of YOU: Self-Care for Family Caregivers" www.caregiver.org